

COMMONWEALTH OF PENNSYLVANIA PENNSYLVANIA PUBLIC UTILITY COMMISSION 400 North Street, Harrisburg, Pennsylvania 17120

IN REPLY PLEASE REFER TO OUR FILE

June 14, 2019

MARLENE H DORTCH OFFICE OF THE SECRETARY FEDERAL COMMUNICATIONS COMMISSION 445 12TH STREET SW WASHINGTON DC 20554 Received & Inspected 3006855

JUN 19 2019

FCC Mailroom

Re:

FCC CG Docket No. 03-123

DA 19-502

Submission of Pennsylvania's TRS Annual Consumer Composite FRE COPY ORIGINAL

Summary for the 12-month period ending May 31, 2019

Dear Secretary Dortch:

In accordance with 47 CFR § 64.604 (c)(1), please find enclosed for filing in the above-captioned docket an original and one (1) copy of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2019.

Hamilton Relay, Inc. is Pennsylvania's certificated traditional TRS and STS provider, and Hamilton Telephone Company d/b/a Hamilton Telecommunications is Pennsylvania's contracted captioned telephone voice-carry-over relay service (CTRS) provider. The providers have maintained and prepared the consumer complaint log summaries. These summaries cover all FCC violations of its standards regarding complaints to the service provider. Hamilton Telecommunications has stated that they will compile the total number of interstate relay calls by type of TRS and will file the information with the FCC under protective seal as a confidential filing. The Pennsylvania Public Utility Commission's Bureau of Consumer Services has no registered TRS or CTRS complaints for this report period.

If you have any questions or need additional information, please contact Eric Jeschke at (717) 783-3850 or ejeschke@pa.gov.

Sincerely.

Rosemary Chiavetta

Secretary

Enclosure (original and 1 copy)

No. of Copies rec'd_

List ABCDE

978609 01/10/2019 12:06pm Ca	934298 08/21/2018 09:57am C:	
CapTel Service	CapTel Service	
Customer reported experiencing delay of captions behind the spoken words when using the CapTel 840 PLUS in Analog Mode.	Customer's assistant reported a profanity phrase was captioned 1770 the party does not believe was said during a CapTel 840 call at 4 am.	Age and the second second second
CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. The CSR followed up with the customer and shared detail on action taken on their behalf.	CSR apologized and thanked the customer's assistant for bringing this experience to our attention. CSR gathered details about the call and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA to discuss verbatim captioning and taking care in inserting such phrases. The CA expressed confidence that if the phrase was sent it was heard on the call, and possibly heard in the background. CSR sent a follow-up letter and offered further follow-up assistance, if desired.	The second secon
01/20/2019 01/35pm	09/02/2018 09:14am	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Over 48 hours	Over 48 hours	
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Gardina Care Care Care Care Care Care Care Car	Complaints	Customer Care provided several ups for clearing garble during a call. Customer understood.	11/01/2018 09:33 AM	Customer stated they were receiving a lot of garble during the call.	Jenn	Jenn	Voice		11/01/2018 09:32 AM	181101-000010
Miscellaneous	External Complaints	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	10/11/2018 05:03 PM	Oustomer stated they have been receiving suspictous telephone calls not through Relay.	Dan	Dan	Volce		10/11/2018 05:01 PM	181011-000094
Miscellaneous	External Complaints	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	09/04/2018 06:07 PM	A non-Relay oustomer stated when attempting to make a call they are connecting to the Relay.	Jacob	Jacob	Voice		09/04/2018 05:57 PM	180904-000081
Garbling	Technical Complaints	Oustomer Care provided several tips for clearing garble during a call and the Toll-free access number for Telecommunications Device Distribution Program. Customer understood.	08/18/2018 04:47 PM	Customer stated they were receiving a lot of garble during Relay calls.	Tyna	Tyna	TY		08/18/2018 04:45 PM	180818-000019
Caller Up on	Service Complaints	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	08/06/2018 08:21 AM	Customer stated the CA hung up on them.	Jessica	Jessica	Ą		08/05/2018 08:07 PM	180806-000002
MISCENAINEOUS	External Complaints	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	06/26/2018 09:59 AM	Customer stated they have been receiving suspicious telephone calls not through the Relay.	Jenn	Jenn	Voice		06/26/2018 09:58 AM	180626-000012
Sub- Category	γro		Date of Resolution	Desc of Incident	Call Responded By	Call Taken By	Call Call Type to Taken CC By	CA/Opr#	Date of Inquiry	Inquiry ID

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7/1000-072701			181102-000125	181101-000105	Inquiry ID
09:31 PM		11/20/2018 09:46 AM	11/02/2018 08:07 PM	11/01/2018 04:39 PM	Date of Inquiry
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v V	, is	Voice		Voice	Call Call Type to Taken CC By
Dan	Kris	Tyna	Erica	Jenn	Call Taken By
Dan	Mary	Тупа	Erica	Jenn	Call Responded By
Customer stated the CA did not 01/02/follow policy/procedure. 12:33	Customer stated they have been receiving suspicious telephone calls not through the Relay.	Customer stated the CA did not follow policy/procedure.	Customer requested 11/02, Information about who is calling 08:09 them.	Customer stated their customers are unable to reach their business toll-free numbers when placing a call through Relay.	Desc of Incident
2019 PM	12/04/2018 10:26 AM	11/21/2018 11:55 AM	11/02/2018 08:09 PM	11/02/2018 10:39 AM	Date of Resolution
Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was sattsfled.	Customer Care made several attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Customer Care referred the customer to their telephone service provider for assistance. Customer was satisfied.	Oustomer Care apologized and acquired call detail information. Information was forwarded to the technical department; which identified the problem and the issue was resolved. Customer was notified.	Description of Resolution
Service Complaints	External Complaints	Service Complaints	External Complaints		Category
Didn't Follow Policy/Procedure	Miscellaneous	Didn't Follow Policy/Procedure	Miscellaneous	Miscellaneous	Sub-

		were no Issues with the Relay. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.								
Miscellaneous	Technical Complaints	Ŕ	05/09/2019 10:12 AM	Customer stated they are unable to dial a specific phone number through Relay.	Mary	Mary	Voice		04/08/2019 04:09 PM	190408-000051
Noeuenscen	Complaints	stated information would be forwarded to management. Information was forwarded to the technical department; which verified there were no issues with the Relay. Customer was able to place successful calls through Relay. Customer was satisfied.	11:27 AM	attempting to use the Relay.					Md 14:20	
		Oistomer Care amplications and	03/29/2019	Customer stated issues when	Jacob	Јасов	SIS		03/27/2019	190327-000027
Miscellaneous	External Complaints	Customer Care placed a test call without Relay with the same results. Customer Care referred customer to the telephone service provider for further assistance regarding the telephone lines. Customer understood and was satisfied.	03/26/2019 11:05 AM	Customer stated when calling a 03/26 VCO user through Relay the line 11:05 disconnects.	Tyna	Tyna	Voice		10:53 AM	7,0000
		the CA had processed the call. Information was forwarded to management and CA received refresher training in regard to this issue. Customer was satisfied.							01073076	190326-000015
Didn't Follow Policy/Procedure		Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified	12/26/2018 04:41 PM	Customer stated the CA did not follow policy/procedure,	Jacob	Јасов	Š	· · · · · · · · · · · · · · · · · · ·	10:04 AM	2000000
Sub-	Category	Description of Resolution	Date of Resolution	Desc of Incident	Responded By		C Type to	CA/Opr#	Date of Inquiry	Inquiry ID
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Service	Service	
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Miscellaneous	External Complaints	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	10/11/2018 05:03 PM	Oustomer stated they have been receiving suspicious telephone calls not through Relay.	Dan	Dan	Voice		10/11/2018 05:01 PM	181011-000094
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CA Hung Up on Caller	Service Complaints	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to management; but without call details no information could be located in regards to the call the customer was referring to.	08/06/2018 08:21 AM	Customer stated the CA hung up on them.	Jessica	Jessica	דוי		08/05/2018 08:07 PM	180806-000002
Miscellaneous	External Complaints	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	06/26/2018 09:59 AM	Customer stated they have been receiving suspicious telephone calls not through the Relay.	Jenn	Jenn	Voice		06/26/2018 09:58 AM	180626-000012
Sub- Category	Category	Description of Resolution	Date of Resolution	Desc of Incident	Call Responded By	Call Taken By	Call Type to	CA/Opr #	Date of Inquiry	Inquiry ID

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Inquiry ID	Inquiry	CA/Opr#	8	Ву	Ву	Desc of Incident	Resolution	Description of Resolution	Category	Sub-
501000-101181	11/01/2018 04:39 PM		Voice	Jenn	Jenn	Customer stated their customers are unable to reach their business toll-free numbers when placing a call through Relay.	11/02/2018 10:39 AM	Oustomer Care apologized and acquired call detail information. Information was forwarded to the technical department; which identified the problem and the issue was resolved. Customer was notified.	Technical Complaints	Miscellaneous
181102-000125	11/02/2018 08:07 PM		חוץ	Erica	Erica	Customer requested 11/07 information about who is calling 08:09 them.	11/02/2018 08:09 PM	r Care referred the r to their telephone service for assistance. Customer sfed.	External Complaints	Miscellaneous
181120-000007	11/20/2018 09:46 AM	3062	Voice	Tyna	Тупа	Customer stated the CA did not follow policy/procedure.	11/21/2018 11:55 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure
181124-000007	11/24/2018 08:12 AM		Voice	Kris	Mary	Customer stated they have been receiving suspicious telephone calls not through the Relay.	12/04/2018 10:26 AM	Customer Care made several attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	External Complaints	Misœllaneous
7/Mnh-0727.01	09:31 PM	1347	33	Dan	Dan	Customer stated the CA did not 01/02/2019 follow policy/procedure. 12:33 PM		Care apologized and zail detail information. zail was forwarded to the department; which verified d processed the call. In was forwarded to m was forwarded to ent and CA received raining in regards to this tomer was satisfied.	Service Complaints	Didn't Follow Policy/Procedure

	190005	190326-000015		Inquiry ID
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04:09 PM	02:41 PM	03/26/2019 10:53 AM	10:04 AM	Date of Inquiry
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Voice		8	¥6	CC Type to
Mary			Jacob	Taken By
Mary	Jacob		Эасов	Responded By
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05/09/2019 10:12 AM	03/29/2019 11:27 AM	e 11:05 AM	ot 12/26/2018 04:41 PM	Date of Resolution
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Technical Complaints	Technical Complaints	External Complaints		Category
Miscellaneous	Miscellaneous	Miscellaneous	Didn't Follow Policy/Procedure	Sub-